



## **Parking Citation Dispute Guidelines**

Please be advised that parking citations can be appealed thru an Administrative Review by completing and mailing a Complaint and Investigation Form to the Citation Processing Center in Alexandria, Virginia. This process should only be instituted for citations you feel were issued incorrectly and must be done within the first 21 days from the date the parking citation was issued. The form can be obtained by contacting the Citation Processing Center (866-842-2600) or the Parking Customer Service Center (757-664-6222).

Once the Administrative Review is complete, a written notification will be mailed. It is the patron's responsibility to follow-up with the Citation Processing Center to assure their receipt of the Complaint and Investigation form. If the patron does not agree with the findings of the decision of the Administrative Review, the patron has 15 days from the date of the correspondence from the Citation Processing Center to set a date to dispute the parking citation in the Norfolk General District Court. If the patron chooses to dispute the parking citation without an Administrative Review, the patron has up to 30 days from the date the parking citation was issued to do so.

In order to dispute a parking citation in the Norfolk General District Court, the individual planning to attend court to defend the position of the parking citation must present photo identification and the original parking citation to the Parking Customer Service Center. At that time, the Parking Customer Service Center will provide a court document for that individual to complete and sign. A court date, 21 working days into the future, will be assigned. The Customer Service Center will provide a copy of the court document to the patron while forwarding the original document, original parking citation and copy of the photo identification directly to the Clerk of the Norfolk General District Court for processing. The parking citation will no longer be in the hands of the City of Norfolk, Division of Parking, but in the jurisdiction of the Norfolk General District Court.

Patrons cannot change their assigned court dates prior to that date. Patrons must appear in court to ask permission of the court to continue their case to a later date. Patrons making payment for parking citations that are being disputed in the Norfolk General District Court must make payment directly to the Norfolk General District Court.